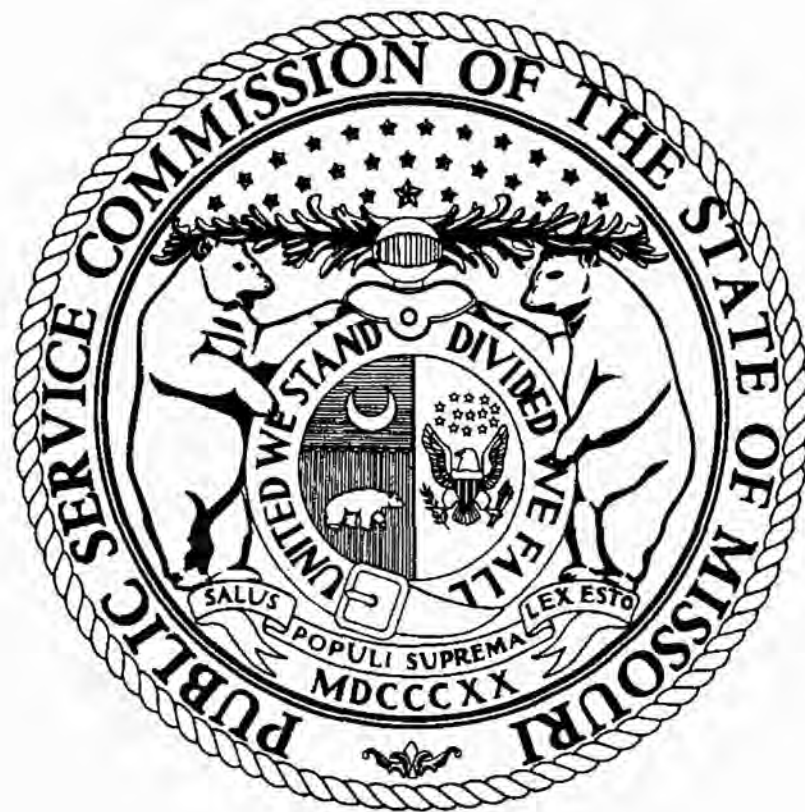




# Missouri Public Service Commission

---

1994 Annual Report





Commissioners

ALLAN G. MUELLER  
Chairman  
KENNETH MCCLURE  
PATRICIA D. PERKINS  
DUNCAN E. KINCHELOE  
HAROLD CRUMPTON

## Missouri Public Service Commission

POST OFFICE BOX 360  
JEFFERSON CITY, MISSOURI 65102  
314 751-3234  
314 751-1847 (Fax Number)  
314 526-5695 (TT)

December 7, 1994

DAVID L. RAUCH  
Executive Secretary

SAM GOLDAMMER  
Director, Utility Operations

GORDON L. PERSINGER  
Director, Policy & Planning

KENNETH J. RADEMAN  
Director, Utility Services

DANIEL S. ROSS  
Director, Administration

CECIL I. WRIGHT  
Chief Hearing Examiner

ROBERT J. HACK  
General Counsel

The Honorable Mel Carnahan  
Governor, State of Missouri  
Executive Office  
Jefferson City, Mo. 65101

Dear Governor Carnahan:

Each day, the actions of the Public Service Commission affect every person in Missouri by ensuring that consumers receive adequate amounts of safely delivered, reasonably priced utility services at rates that will provide the companies' shareholders the opportunity to earn a reasonable return on their investment. We continuously review our regulatory policies to ensure that the broad public interest is promoted and protected.

As our annual report indicates, the Commission has had a very busy and productive year. In addition to several state regulatory issues, we also continue to aggressively participate in several federal issues ensuring the interests of Missouri ratepayers are represented.

As required by Section 386.380 RSMo 1986, the Missouri Public Service Commission is pleased to submit its annual report for the fiscal year of July 1, 1993 through June 30, 1994.

Respectfully Submitted,

A handwritten signature in cursive script that reads "Allan G. Mueller".

Allan G. Mueller  
Chairman



From left to right: Vice-Chairman Kenneth McClure, Commissioner Patricia Perkins, Chairman Allan Mueller, Commissioner Harold Crumpton and Commissioner Duncan Kinchelee.

# **Missouri Public Service Commission**

---

## **1994 Annual Report**

**Allan Mueller, Chairman**

**Kenneth McClure, Vice-Chairman**

**Patricia Perkins, Commissioner**

**Duncan Kincheloe, Commissioner**

**Harold Crumpton, Commissioner**

# Table of Contents

---

## **Missouri Public Service Commission**

PSC Purpose and Responsibilities .....	2
--	---

## **Commission Resources**

Current Commissioners and Biographies .....	3
Key Personnel .....	8
PSC Organizational Chart .....	9
Budget Information .....	10

## **Commission Activities**

Fiscal Year 1994 .....	11
------------------------	----

## **Rate Case Activities**

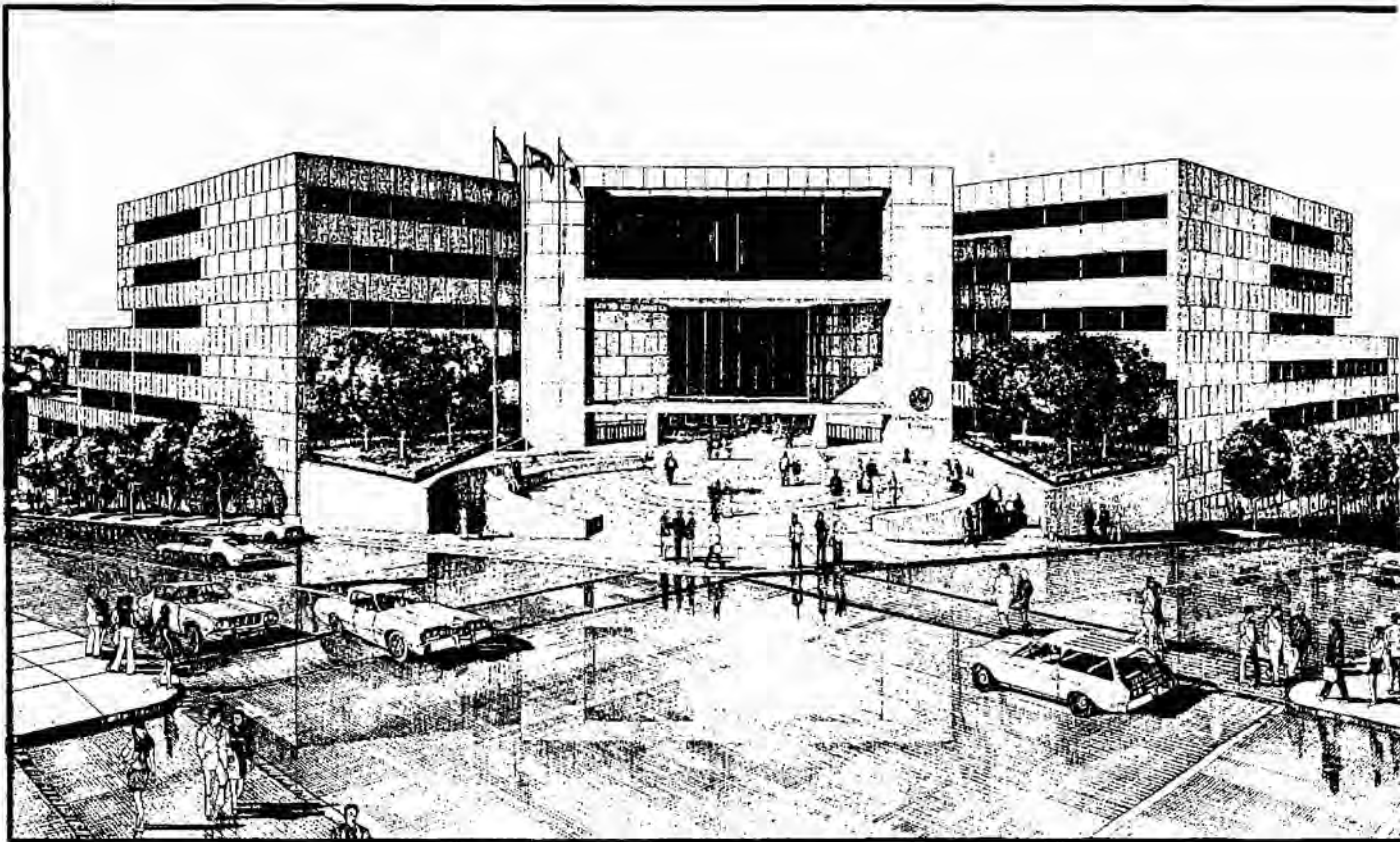
Year-At-A-Glance .....	19
Rate Case Decisions During Fiscal Year 1994 .....	21

## **Maps and Statistics**

Electric Map and Information .....	23
Natural Gas Map and Information .....	25
Telephone Map and Information .....	27
Water and Sewer Information .....	30

## **Additional Information**

Consumer Services .....	32
Commissioners Past and Present .....	33



Harry S Truman State Office Building, Jefferson City, Missouri. Commission offices are located on the 5th and 8th floors.

# PSC Purpose and Responsibilities

---

## Missouri Public Service Commission

The Missouri Public Service Commission has the statutory responsibility of ensuring that consumers receive adequate amounts of safely delivered and reasonably priced utility services at rates that will provide the utility companies' shareholders the opportunity to earn a reasonable return on their investment. The Commission must balance a variety of often competing private interests to ensure the overall public interest.

The Commission regulates the rates, practices and operations of the state's 477 investor-owned electric, gas, telephone, water, and sewer utilities. The Commission also regulates the state's 48 rural electric cooperatives and 34 municipally-owned natural gas utilities for operational safety, and the manufacturers and dealers of mobile/modular homes and recreational vehicles. Recent legislation also has expanded the Commission's regulatory oversight to include service territory issues involving rural electric cooperatives and municipally-owned electric utilities. The basic statutory provisions governing the Commission are contained in Chapters 386, 392, 393, 394 and 700 RSMo. The Commission is funded through assessments of those entities the Commission regulates and not from general revenue.

The Commission consists of five commissioners who are appointed by the Governor with the advice and consent of the Missouri Senate. The Governor designates one member as the Chairman who serves in that capacity at the pleasure of the Governor. Commissioners are appointed to six year terms. These terms are staggered so no more than two terms expire in any given year. Historically, a majority of the Commission has been of the same political party as the Governor.

The Commission is both quasi-judicial and quasi-legislative. The Commission is responsible for deciding cases brought before it and for the promulgation and enforcement of the administrative rules and regulations it has

adopted. Many of the Commission's duties are performed by conducting hearings in contested cases, which by statute must be transcribed by a court reporter. Commission hearings are conducted in a trial-like atmosphere using the same rules of evidence as applicable in the circuit court of the state. The Commission must render decisions in all cases in a timely manner to afford all parties procedural and substantive due process and comply with strict statutory time limits.

The Commission is assisted by a staff of professionals in the field of engineering, management, accounting, law, rate analysis, economics, consumer affairs, information, finance, investigation and administration. Duties range from helping an individual who has a complaint to investigating multi-million dollar utility-proposed rate requests. The Staff participates as a party in cases filed before the Commission. They conduct audits and make recommendations to the Commission. The recommendations made by the PSC Staff, like those filed by other parties in a proceeding, are used by the Commission in reaching a decision in a complaint or rate case. The Commission has established standards for safety and quality of service to which companies must adhere. Routine and special investigations are conducted by the Commission's Staff to ensure companies comply with those standards.



# Commission Resources

---

## Allan Mueller, Chairman



Allan Mueller  
Chairman

Allan Mueller, a former member of the Missouri Senate and the Missouri House of Representatives, was first appointed to the Missouri Public Service Commission on July 11, 1983, by Governor Christopher S. Bond. On June 30, 1989, he was reappointed to a six year term by Governor John Ashcroft. In May 1993, Mueller was named Chairman of the PSC by Governor Mel Carnahan.

Prior to his appointment to the PSC, Mr. Mueller represented the City of St. Louis in the Missouri House of Representatives from 1971 to 1977 and was a member of the Missouri Senate from 1978 until 1983.

While in the Missouri General Assembly, Mr. Mueller sponsored several pieces of important legislation including the Missouri Compliance to the Federal Clean Air Act, the Energy Assistance Act and expansion of Prenatal Health Care Medicaid Coverage. His legislative record includes appointments to the National Council of State Legislators Energy Committee, the E.P.A. Superfund Implementation Strategy Task Force, the Low Income Energy Assistance Oversight Committee and the Hazardous Waste Management Task Force.

Prior to his election to the Missouri House of Representatives, Chairman Mueller served three years in the United States Marine Corps. His tour of duty included 13 months in Vietnam.

Chairman Mueller is currently serving on the National Association of Regulatory Utility Commissioners (NARUC) Committee on Energy Conservation. He has also been an active member of the Mid-America Regulatory Conference (MARC).

Chairman Mueller is a member of the advisory committee of the Electric Power Research Institute (EPRI). He also serves on the Missouri Oil and Gas Council.

In 1994, Governor Carnahan appointed Mr. Mueller to the Commission on Informational Technology and to the Energy Futures Coalition. He is also a member of the University of Missouri Curator's Advisory Committee on Telecommunications Technology.

Mr. Mueller graduated from St. Mary's University in San Antonio, Texas, in 1965 with a Bachelor's degree in Business Administration.

Allan Mueller and his wife, Carol, have four children.

Mr. Mueller's term expires on April 15, 1995.

# Commission Resources

---

## Kenneth McClure, Vice-Chairman

Commissioner Kenneth McClure was appointed to the Missouri Public Service Commission by Governor John Ashcroft on January 3, 1990, to fill an unexpired term. In April 1991, Mr. McClure was reappointed to a full six year term.

On January 5, 1992, Mr. McClure was named Chairman of the Public Service Commission by Governor Ashcroft, remaining in the capacity through May 3, 1993. Currently he is serving as Vice-Chairman.

Mr. McClure served as a budget analyst with the Missouri State Appropriations Committee from 1974 through 1976. From 1977 until 1981, he was Staff Director of the Missouri Senate Appropriations Committee. In October 1981, he was appointed Deputy Director/Administration of the Missouri Department of Economic Development. In that capacity, he had responsibility for the department's accounting, budget, personnel, data processing and unclaimed property functions as well as supervision of selected programmatic divisions.

Commissioner McClure serves as a member of the Communications Committee, the Committee on Utility Association Oversight, the Subcommittee on Administration and the Executive Committee of the National Association of Regulatory Utility Commissioners (NARUC). He also serves on the Federal-State Joint Conference on



**Kenneth McClure**  
Vice-Chairman

Open Network Architecture plans, Federal Communications Commission (FCC) Docket No. 88-2, Phase I.

Mr. McClure received his BA degree from Southwest Missouri State University in 1972 and his MA degree from the University of Missouri-Columbia in 1974.

Mr. McClure and his wife, Joey, have two children.

Commissioner McClure's term expires on April 15, 1997.

# Commission Resources

---

## Patricia Perkins, Commissioner



Patricia Perkins  
Commissioner

Attorney Patricia Perkins was appointed to the Missouri Public Service Commission by Governor John Ashcroft on March 19, 1991, to fill an unexpired term.

Prior to her appointment to the Commission, Ms. Perkins worked in the legal department of the Missouri State Auditor's Office and as an Assistant Attorney General for the State of Missouri. Commissioner Perkins was Assistant Legal Counsel for the Missouri State Auditor from 1979 until 1981.

From 1981 until her appointment to the Missouri Public Service Commission, Ms. Perkins was an Assistant Attorney General and represented various state agencies during that period of time, including the Missouri State Employees' Retirement System, the State Medical Care Plan, the Public School Retirement System, the Missouri Division of Finance, which regulates state banks, the Missouri Division of Savings and Loan Supervision, the Division of Economic Development within the Department of Consumer Affairs, Regulation and Licensing, and the State Board of Accountancy. She also represented the Missouri Department of Corrections, defending the department against inmate civil rights lawsuits.

Most recently she represented the Missouri Department of Elementary and Secondary Education in all legal matters other than the desegregation lawsuits.

Commissioner Perkins earned a Bachelor of Music degree from Oklahoma Baptist University. She also holds a Masters in Education and JD degree from the University of Missouri-Columbia.

While working on the Masters degree, she was a graduate teaching assistant, and then taught public school in Dallas, Texas, for two years prior to attending law school.

Commissioner Perkins was appointed in October 1991, to the Gas Committee of the National Association of Regulatory Utility Commissioners (NARUC).

Ms. Perkins has two daughters.

Commissioner Perkins' term expires on April 15, 1995.

# Commission Resources

---

## Duncan Kincheloe, Commissioner

Attorney Duncan Kincheloe was appointed to the Missouri Public Service Commission by Governor John Ashcroft to replace William D. Steinmeier who resigned effective January 4, 1992.

Mr. Kincheloe had served as the governor's director of policy development for seven years prior to his appointment to the PSC. In that capacity, he advised the governor on education and other issues and served as the governor's office liaison to the departments of Public Safety, Corrections and Health. He also served as chairman of the Missouri Military Advisory Commission and as a trustee of the Missouri State Employees' Retirement System.

Prior to 1985, Mr. Kincheloe held the position of associate attorney general in the Missouri Attorney General's office. In that capacity he served as counselor to the attorney general and had responsibility for the fiscal, legislative and public affairs activities of the office. Until 1979 he was engaged in the private practice of law in the Kansas City area.

Commissioner Kincheloe is currently serving on the National Association of Regulatory Utility Commissioners (NARUC) Committee on Electricity and its subcommittees on Strategic Issues and Environment - Efficiency. He previously served as a member of the NARUC Committee on Finance and Technology.

Commissioner Kincheloe has completed the Power Systems Planning and Operations School at the University of Illinois and acts as the Commission's primary representative in relations with the Southwest Power Pool and the Mid-America Interconnected Network.



**Duncan Kincheloe**  
Commissioner

Mr. Kincheloe earned his BA from the University of Missouri-Kansas City in 1973 and his JD from the University of Missouri-Kansas City Law School in 1976. He is a member of the Missouri Bar.

Commissioner Kincheloe and his wife, Lucia, have two children.

Mr. Kincheloe's term expires on April 15, 1997.

# Commission Resources

---

## Harold Crumpton, Commissioner



**Harold Crumpton**  
Commissioner

Harold Crumpton was appointed to the Missouri Public Service Commission on May 3, 1993 by Governor Mel Carnahan. Commissioner Crumpton replaced David Rauch whose term expired on April 15, 1993.

Prior to his appointment to the PSC, Commissioner Crumpton was employed by Southwestern Bell Telephone Company in its Network Operations in St. Louis. There he supervised the development of a major management information system that was deployed throughout the five state region and

emulated by other Regional Bell Operating Companies. Mr. Crumpton had been with the telephone company from 1973 until 1992 when he took early retirement to pursue other career interests. On his own time and with the assistance of key members of the U.S. Congress and telecommunications professionals, Mr. Crumpton developed a national professional telecommunications organization with more than 2,500 members. Through this organization, he established an annual convention in Washington, D.C., that is attended by U.S. Senators, Representatives, Regulatory Commissioners, heads of both telecommunications companies and industry associations. Commissioner Crumpton is a strong advocate of technical and professional education as a way of improving the competitiveness of America industry in general and Missouri industry in particular.

Commissioner Crumpton earned his Bachelor of Science in Chemistry from Washington University in St. Louis in 1971. In 1973, he received an MBA in Finance and Production. He is currently pursuing a Masters in Telecommunications, and certification as a certified Network Engineer (CNE).

Commissioner Crumpton is a member of the Technology and Finance and Washington Action Committees of the National Association of Regulatory Utility Commissioners (NARUC). He is also an ardent supporter and member of the Mid-America Regulatory Conference (MARC).

Mr. Crumpton and his wife, Jessie, live in Columbia, and are the parents of Karen Makeba White and Robert Craig Crumpton.

Mr. Crumpton's term expires on April 15, 1999.



# Commission Resources

---

## Key Personnel

Allan Mueller, Chairman .....	751-3243
Kenneth McClure, Vice-Chairman .....	751-4221
Patricia Perkins, Commissioner .....	751-3233
Duncan Kincheloe, Commissioner .....	751-4132
Harold Crumpton, Commissioner .....	751-0582
David Rauch, Executive Secretary .....	751-3048

### Administration Division

Dan Ross, Director .....	751-7492
Mike Broker, Personnel Director .....	751-5606
Jim Phillips, Manager - Mobile Homes .....	751-7119
Kevin Kelly, Information Officer .....	751-9300
Lawson Phaby, Reporter of Opinions .....	751-5472
Dan Redel, Internal Accounting .....	751-2457

### Hearing Examiners Division

Cecil Wright, Chief Hearing Examiner .....	751-7497
Barb Tomblinson, Chief Court Reporter .....	751-4255
Judy Fritsch, Manager - Records .....	751-7496

### Policy and Planning Division

Gordon Persinger, Director .....	751-7491
Bill Washburn, Manager - Policy and Federal Affairs Department .....	751-7505
Michael Proctor, Acting Manager - Economic Analysis .....	751-7518
Art Wimberley, Manager - Management Services .....	751-7439

### General Counsel

Rob Hack, General Counsel .....	751-8705
---------------------------------	----------

### Utility Operations Division

Sam Goldammer, Director .....	751-2508
Bo Matisziw, Manager - Energy Department .....	751-2152
Bill Sankpill, Manager - Water and Sewer Department .....	751-7074
Linda Gardner, Manager - Telecommunications Department .....	751-8703
David Birenbaum, Manager - Depreciation .....	751-1854

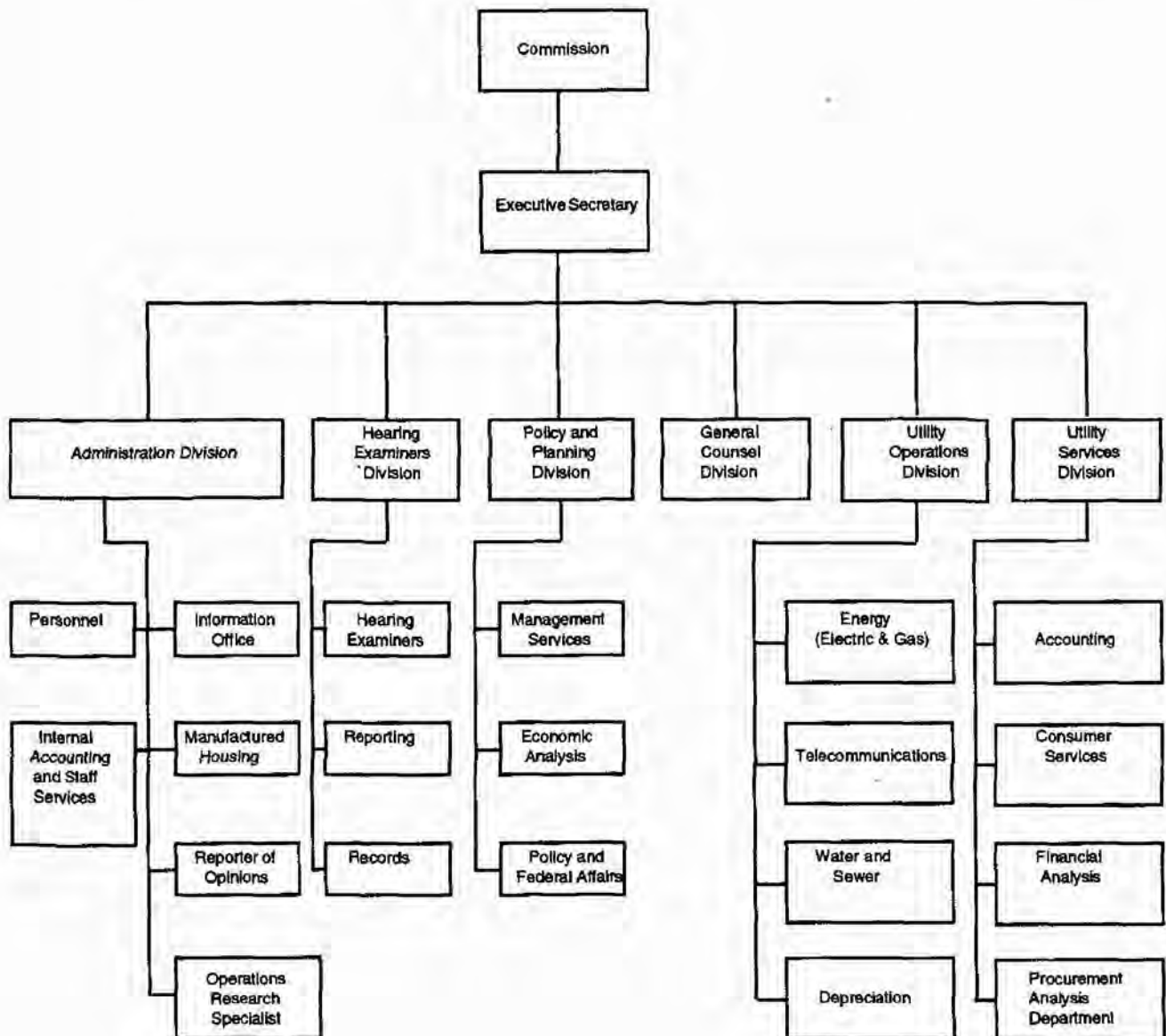
### Utility Services Division

Ken Rademan, Director .....	751-7487
Jay Moore, Manager - Financial Analysis .....	751-8517
Janet Hoerschgen, Manager - Consumer Services .....	751-3160
Joan Wandel, Manager - Accounting .....	751-4785
David Sommerer, Procurement Analysis Department .....	751-4356

# Commission Resources

---

## Missouri Public Service Commission Organizational Chart



# Commission Resources

## Budget

	FY 1993	FY 1994	FY 1995
<b>Executive Section</b>			
Personal Service	\$ 2,206,546	\$ 2,267,611	\$ 2,348,439
Expense and Equipment	302,425	316,240	292,486
F.T.E.	64.00	64.00	64.00
<b>Administration Division</b>			
Personal Service	\$ 398,137	\$ 407,318	\$ 422,138
Expense and Equipment	1,181,928	1,221,828	1,128,886
F.T.E.	13.00	13.00	13.00
<b>General Counsel</b>			
Personal Service	\$ 641,874	\$ 656,693	\$ 680,594
Expense and Equipment	135,751	135,751	127,044
F.T.E.	21.00	21.00	21.00
<b>Utility Section</b>			
Personal Service	\$ 2,985,515	\$ 3,243,281	\$ 3,417,175
Expense and Equipment	4,621,894	4,738,069	4,697,547
F.T.E.	93.00	99.00	101.00
<b>Manufactured Housing Dept.</b>			
Personal Service	\$ 157,825	\$ 161,803	\$ 213,913
Expense and Equipment	49,648	202,861*	166,798
F.T.E.	6.00	6.00	8.00
<b>Totals</b>			
Personal Service	\$ 6,389,897	\$ 6,736,706	\$ 7,082,259
Expense and Equipment	6,291,646	6,614,749	6,412,761
Total	<u>\$ 12,681,543</u>	<u>\$ 13,351,455</u>	<u>\$ 13,495,020</u>
F.T.E.	<u>197.00</u>	<u>203.00</u>	<u>207.00</u>

\*Includes program specific distribution of \$161,148.



# State Regulatory Summary

---

## Fiscal Year 1994

During the 1994 fiscal year, the Missouri Public Service Commission issued over 1,267 orders, closed 463 cases and spent over 238 hours in the hearing room. Utility companies regulated by the PSC filed a total of 380 cases, 783 tariffs and nearly 7,714 tariff sheets during FY'94.

In addition to traditional docketed case activities, the Commission addressed numerous regulatory policy issues. Some of the most significant issues appear below.

### The Summer Flood of 1993

In the summer of 1993, Missourians experienced the worst flooding of the Mississippi and Missouri Rivers in the state's history.

With severe flooding, utility companies rose to the occasion and worked tirelessly to provide uninterrupted utility service.

The Missouri Public Service Commission worked with various agencies and emergency response groups to provide fast, current and reliable information on the detail and condition of Missouri's utility facilities. In concert with the Federal Emergency Management Agency (FEMA), the State Emergency Management Agency (SEMA), the U.S. Army Corp of Engineers, and others, the Commission provided a valuable link in the information chain to those in need.

Missouri's gas, water, electric and telephone utilities worked to prevent service interruptions, and when those interruptions did occur, worked to quickly restore service. In addition, electric, natural gas and telephone utilities, in cooperation with the PSC and in conformance with utility tariffs, worked with local assistance groups to ease the pain of recovering from the flood by temporarily waiving certain charges and fees until emergency situations had passed.

Flood waters lead to the disruption of natural gas service to parts of Missouri when water levels reached homes and service was discontinued for safety reasons. In addition, pipeline facilities were damaged by flooding of the Missouri River at Hermann and Jefferson City.

Temporary pipelines were constructed to restore service. Once river water receded, natural gas crews installed permanent pipelines to replace damaged sections.

### Flood damaged mobile homes

At the request of the Missouri PSC Department of Manufactured Housing, the federal Department of Housing and Urban Development (HUD) provided technical assistance in evaluating the damage of the 1993 flood on mobile homes.

Inspectors from the PSC Manufactured Housing Department inspected privately-owned and used mobile homes across the state. In many instances, the certification label was removed from the mobile home due to flood damage. Consumers were reminded that a mobile home without this seal of compliance cannot be sold or offered for rent, lease or sale in Missouri except with a junk title.

The PSC Manufactured Housing Department received several phone calls from consumers who were encountering problems with insurance companies when settling for flood damaged mobile homes.

### Telecommunications

#### The Information Highway

The Missouri Public Service Commission continued to provide a leadership role in the transition to the information highway in Missouri during the 1994 fiscal year.

Local exchange telephone companies provided the PSC with proposed plans for meeting the Commission's network modernization rule issued in 1992.

The network modernization rule is designed to improve the quality of telephone service and give customers a broader range of services, generally promoting economic development and public safety.

This rule requires telephone companies to: (1) upgrade to single party service; (2) make touch tone available to all customers; (3) provide enhanced 911 service capability; (4) make

# State Regulatory Summary

---

custom-calling features available to all customers; and (5) provide long-distance equal access.

Ten telephone companies have already completed network modernization. In addition, 23 telephone companies including United Telephone Company and GTE Midwest Incorporated have had network modernization plans approved.

## **Two-way Interactive Learning**

The fall semester of 1993 marked an important milestone in education for the State of Missouri. Three clusters of school districts formed the first two-way, interactive TV projects in Missouri.

Two-way television is a telecommunications linkage of school districts over dedicated fiber optic or copper telephone lines. This enables participating schools to share teachers and electronically combine students.

The Education Plus Network, the Western Missouri Educational Technology Consortium and the Missouri Interactive Telecommunications Education Network currently provide two-way interactive learning in 12 school districts.

Small schools are often faced with the inability to offer classes in advanced areas where student demand is very limited and where enrollment may fluctuate dramatically from year to year. For many schools, the benefits of two-way interactive television can be substantial in the opportunities for joint faculty in-service training, meeting unique student needs, providing the capacity to offer multiple sections of needed classes and providing access to college or dual credit courses.

## **Telemedicine Project in Missouri**

The Missouri Public Service Commission, in cooperation with the Missouri Rural Opportunities Council, authorized a task force which will assist in the implementation of a telemedicine project in Missouri. This project will provide a number of different applications in the fields of medicine, public health and education.

Those school clusters in northeast Missouri currently in the two-way interactive learning project, will initially connect with medical facilities in northeast Missouri. At some point

in the future, it is anticipated that the project will expand to involve medical facilities in Jefferson City and Columbia.

## **Southwestern Bell Case Resolved**

During the fall of 1994, the Missouri Public Service Commission, the Office of the Public Counsel and Southwestern Bell Telephone Company reached an agreement which provides a \$1.1 billion capital expenditure commitment by the telephone company to enhance its telecommunications infrastructure in Missouri. In addition, the agreement will give customers approximately \$65 million in refunds and reduces telephone rates by approximately \$69.5 million a year.

This agreement ends all issues involving a rate reduction for Southwestern Bell as ordered by the PSC in December of 1993. It requires Southwestern Bell to invest approximately \$275 million a year in capital expenditures of which at least \$35 million will be devoted to such projects as distance learning and telemedicine.

Within the next 18 months, Southwestern Bell will eliminate two and four party service enabling customers to receive up to date modern telecommunications service. This agreement also contains a rate moratorium through December 31, 1998. In addition, prior to December 1, 1997, Southwestern Bell is prohibited from initiating any legislation that would reduce the Commission's jurisdiction over the Company and its earnings.

The Commission issued an order on December 17, 1993, which offered Southwestern Bell a unique alternative regulation plan which would have included revenue to fund a modern fiber optic telecommunications system for its service territory in Missouri.

After review, Southwestern Bell chose not to accept the Commission's Accelerated Modernization Plan (AMP). That plan called for party line elimination by 1995, a fiber optic initiative, rapid modernization compliance, a five year rate freeze, cus-

# State Regulatory Summary

---

customer profit sharing credits and a profit sharing grid which permitted accelerated modernization.

Southwestern Bell appealed the Commission's December decision to the Courts. The Company sought and received a stay of the Commission's decision.

The September agreement resolved all court issues.

## Natural Gas-Electric

### Future Natural Gas Planning

During the 1994 fiscal year, the Missouri Public Service Commission established a docket to examine issues relating to future natural gas planning.

In December 1992, the Missouri PSC established final rules which require electric companies in Missouri to develop plans examining the most efficient and cost-effective way to provide electric service in the future. These rules require utilities to evaluate conservation and energy efficiency as an alternative to the construction of additional power supply facilities.

This new docket will consider whether it is appropriate to establish related regulations for local natural gas distribution companies under Section 115 of the Federal Energy Policy Act of 1992 and Section 303 of the Public Utility Regulatory Policies Act of 1978.

### Mergers

On December 29, 1993, the Missouri Public Service Commission approved an agreement which authorized the sale of the Western Resources, Incorporated (d/b/a Gas Service) gas system in Missouri to Southern Union. Southern Union will operate in Missouri as Missouri Gas Energy.

Earlier in December, the PSC approved the merger of the Greeley Gas Company into the Atmos Energy Corporation. The Commission determined Atmos possesses the expertise to provide appropriate natural gas service to Greeley's customers and the merger was not detrimental to the public interest.

## Natural Gas Project Team Report

The Commission's Gas Purchasing/Cost Recovery Project Team released its final report in July of 1994. Staff members participating in the project had been charged with identifying the effects of FERC Order 636 upon Missouri local natural gas distribution companies and related issues facing those companies and the Commission in the future.

The Project Team Report contains 33 recommendations related to issues of Local Natural Gas Distribution Companies' (LDCs) obligation to serve, rate design, transition costs, supply reliability, affiliate transactions, use of price hedging tools, minimum filing requirements and the use of the purchased gas adjustment (PGA) mechanism.

The Commission acknowledged receipt of the report and received comments concerning the issues contained in the report from interested parties in Case No. GO-95-9.

## Nuclear Waste Lawsuit

The Missouri Public Service Commission joined state regulators and Attorneys General from 19 other states in a suit filed in June against the United States Department of Energy (DOE) regarding its Nuclear Waste Disposal Program. The lawsuit stems from the increasing need for storage and disposal of used nuclear fuel from the nation's 111 nuclear reactors.

In 1982, Congress passed the Nuclear Waste Policy Act which provides that, in return for payments from ratepayers of nuclear utilities, the Department of Energy will begin to dispose of used nuclear fuel no later than January 31, 1998.

"Despite a clear mandate from Congress, the DOE has refused to acknowledge its obligation for removing and disposing of used nuclear fuel beginning in 1998," said PSC Chairman Allan Mueller. "Ratepayers have met their obligation and its time for the DOE to meet its obligation."

DOE has yet to site a facility for either storage or disposal of nuclear waste. No national central repository for disposal of spent nuclear fuel currently exists in the United States. The earliest date DOE projects it would have an operational facility for used fuel is 2010.



# State Regulatory Summary

---

## **Decommissioning Costs**

In June, the Missouri Public Service Commission approved agreements reached in cases regarding the decommissioning cost estimate and funding levels of Union Electric Company's Callaway nuclear power plant and Kansas City Power & Light Company's Wolf Creek nuclear facility.

While the cost of decommissioning the nuclear power plants has increased, Union Electric's and Kansas City Power & Light's current annual accrual for the Missouri jurisdictional amount will not change as a result of these cases. Current electric rates for Union Electric and Kansas City Power & Light customers will not be affected under these agreements.

Union Electric and Kansas City Power & Light filed these cases in compliance with Commission rules and regulations which require a review of the trust fund accruals every three years. These reviews are designed to ensure adequate funding for decommissioning of the nuclear power plants.

## **Territorial Agreements**

During the fiscal year, the Commission decided three cases involving territorial agreements. The PSC approved an agreement between Union Electric Company and the City of Poplar Bluff which allowed the sale of UE facilities to the City and approval of a territorial agreement allowing the City to serve outside of the city limits.

The PSC dismissed an application for a boundary agreement between Grundy Electric Cooperative and North Central Electric Cooperative due to applicants being unable to reach a decision on a boundary line.

The Commission also denied an application filed by Union Electric Company and Laclede Electric Cooperative for a boundary agreement due to conditions contained in the agreement regarding case by case exceptions.

## **Other Key Issues**

### **Cold Weather Rule**

Recent changes in the Cold Weather Rule went into effect during the 1994 fiscal year. For the first time during the 1993-94 heating season, utility companies were prohibited from disconnecting heat-related service to customers when temperatures are predicted to fall below 30 degrees. A utility company cannot shut off service on a day when the National Weather Service has issued a local forecast between 6:00 a.m. and 9:00 a.m., for the following 24 hours, predicting the temperature will drop below 30 degrees.

The rule, designed to help customers with heat-related utility bills, begins on November 1 and continues through March 31. This rule has been a part of the Commission's rules and regulations since 1977. Since its inception, the rule has helped nearly one million needy customers maintain heat-related service during the winter.

During the 1993-94 heating season, approximately 163,800 residential customers entered into a Cold Weather payment agreement. Of that number, approximately 90 percent (147,250) maintained service under these agreements.

### **House Bill 453 Sewer Disconnects**

During the 1994 fiscal year, applications were filed with the Missouri Public Service Commission under the authority of House Bill 453.

This bill, signed into law by Governor Mel Carnahan, enables a sewer corporation, municipality or sewer district to contract with a water corporation, municipality or public water supply district to terminate water service for nonpayment of a sewer bill.

The Commission, during this fiscal year, approved applications which established agreements between the St. Louis County Water Company and the St. Louis Metropolitan Sewer District and between the City of St. Joseph and the Missouri-American Water Company.

# Federal Activity

---

The Commission continued to aggressively represent the interest of Missouri utility customers in proceedings before the Federal Energy Regulatory Commission (FERC), the Federal Communications Commission (FCC), the Environmental Protection Agency (EPA) and Congress in FY'94. As has been the case in recent years, Congress, federal regulators and the federal courts continue to consider and act on questions which have major consequences for Missouri utility ratepayers.

The Commission continues to closely monitor Congressional activity and works as needed with the Missouri Congressional delegation on significant regulatory topics affecting the state.

The Commission and staff remain active participants in the National Association of Regulatory Utility Commissioners (NARUC) which works to promote state interests in the national arena.

## Federal Telecommunications Issues

The telecommunications industry continues to experience the entrance of competition into services and areas previously served by traditional monopoly providers. The cost of providing telecommunications service and public policy goals pertaining to access to telephone service at reasonable rates has heightened the awareness for increased coordination between federal and state regulatory agencies. The Missouri Public Service Commission continues to take an active role in federal dockets that have the potential to affect telecommunications providers and users in the State of Missouri. The federal issues that the Commission and the Policy and Federal Department staff have been involved in include: Universal Service Fund activities; Participation in the Rural Electrification Association (REA) Rulemaking Proceedings; Federal Telecommunications Legislation; Joint state/federal affiliate transaction audit; Transport rate restructuring; North American Numbering Plan; Federal depreciation activities; and Federal/State Joint Board activities.

The Policy and Federal Department staff continues to monitor telecommunications events in other states for trends and issues that may

arise in Missouri. The staff participates in numerous NARUC activities and has members on various subcommittees. The Federal Telecommunications Department is also active in the Southwestern Region Regulatory Group, which is an association of staff members from the five public utility commissions in the Southwestern Bell Telephone Company territory. This group meets periodically to review matters of common interest relating to the regulation of all telecommunications utilities in the region. The staff also is represented in the Federal/State Joint Board in CC Docket 80-286, which meets three times per year at the discretion of the FCC to decide jurisdictional disputes between the interstate and intrastate authority.

**Universal Service Fund** - Local exchange telephone companies that have outside plant costs which are higher than a presubscribed national average are eligible to receive financial assistance through the Universal Service Fund to assist in offsetting these high costs. The size of the Universal Service Fund in monetary terms has grown steadily since the fund was created to its present size of \$700 million nationwide. The FCC has placed the Universal Service Fund under an indexed cap until a comprehensive solution is achieved. In terms of the amount of funds received on a state basis, Missouri is one of the largest recipients of Universal Service Funds. The Missouri Commission recently sponsored a Universal Service Fund workshop for regulatory agencies and the telecommunications industry. The Commission and staff is actively participating in the universal service projects coordinated through the NARUC. The Commission recently filed comments before the FCC and the Federal/State Joint Board in the USF docket. The Commission's Policy & Federal staff is presently assembling data on behalf of the Federal/State Joint Board relating to universal service for analysis of data filed in response to the recently released Joint Board data request pertaining to universal service.

# Federal Activity

---

**REA Rulemaking Proceedings** - In February 1994, the Missouri Public Service Commission filed comments before the Rural Electrification Administration and Rural Telephone Bank, USDA. These comments pertained to loan policies, procedures, and requirements; telecommunications system planning and design criteria; procedures and construction policies and procedures and telecommunications standards and specifications for materials, equipment and construction. The following items are a synthesis of the Missouri Commission comments:

- The REA proposal implies that the published rule is a final rule.

- The interim final rule, in providing for state telecommunications modernization plans developed by REA borrowers, fails to provide due process to non-REA borrower companies and is therefore unenforceable.

- The interim rule implicitly attempts to preempt state law in that it seeks to supersede the Missouri Public Service Commission's authority to rule on the prudence of company expenditures.

- The interim rule exceeds the scope of the statute it purports to interpret.

- The interim rule contains technological requirements that are impracticable and exceeds REA legal authority.

- The cost of compliance with the interim rule by far exceeds the increased costs of capital incurred by borrowing from sources other than the REA and may exceed the amounts companies could borrow from the REA.

The Commission recently filed its State Telecommunications Modernization Plan (STMP) with the Rural Electrification Administration. This filing was made in accordance with the requirements of the REA interim final rule respecting network modernization for REA borrowers. Subsequent to Missouri's filing of its STMP, the REA has reissued its rule and the PSC awaits a decision from the REA as to the sufficiency of the filed STMP. The Commission filed comments respecting the newly released REA rule, released October 27, 1994.

**Federal / State Joint Audit** - The Missouri Commission was an active participant in the

joint state/federal audit of Southwestern Bell Telephone Company's affiliate transactions. This project was the result of a NARUC resolution adopted November 13, 1991. The November 1991 NARUC resolution called for the states and FCC to work together to perform audits of the affiliate transactions of the seven Regional Bell Operating Companies (RBOCs). The audit of Southwestern Bell was the only audit where cooperation between the RBOC and full participation of all states in the RBOC region and the FCC was achieved. Cooperation between the state commissions and the FCC was outstanding and the Missouri Commission took the lead to facilitate cooperation between all parties involved in order to see this audit through to a successful culmination. The audit was completed in early 1994 and a final audit report was presented to the Executive Committee of NARUC at the July 1994 NARUC Summer meeting.

**Transport Rate Restructure** - As a component in the process of introducing competition into the telecommunications environment, the Missouri Commission has used the federal transport rate restructuring actions as a venue to generally explore transport rate restructure and access restructure. The Missouri Public Service Commission instituted a formal investigatory docket in which participants are expected to provide exhaustive information pertaining to alternative approaches and their anticipated effect on Missouri telephone companies. Two rounds of general technical conferences have been held between the Commission staff and industry participants. A report is expected to be filed that identifies broad questions and various issues some participants believe are implicated within each question.

**North American Numbering Plan** - Comments on various phases of administration of the North American Numbering Plan (CC Docket No. 92-237) were filed in June 1994, with the FCC by the Missouri Commission. The FCC released a Notice of Proposed Rulemaking in this docket which sought comments concerning



# Federal Activity

---

changes to the administration of the North American Numbering Plan. The Missouri Commission supported the notion that a transition period of at least six years will be sufficient to allow telecommunications companies to change from three-digit to four-digit carrier identification codes without necessitating the premature retirement of existing switching equipment. The Missouri Commission additionally commented that it does not support requiring local exchange carriers to cease screening and completing certain interstate intraLATA 1+ calls.

## Federal Natural Gas Activities

The Commission believes its involvement in Federal Energy Regulatory Commission and related judicial proceedings is necessary to ensure that Missouri natural gas consumers receive reliable service at reasonable rates.

FERC's Order No. 636 restructuring initiatives were implemented by interstate pipelines during the summer and fall of 1993. Order No. 636 required pipelines to "unbundle" their services (i.e. separate the selling of the natural gas commodity from the transportation and storage of that commodity). As a practical matter, pipelines are no longer selling natural gas, rather they are now "common carriers", or transporters of natural gas. The 1993-94 winter was the first heating season where LDCs were totally responsible for procuring the gas supplies, pipeline transportation and storage services needed to meet its anticipated demand. The Commission filed numerous comments in the restructuring cases of the major pipelines serving Missouri (i.e. Mississippi River Transmission Corporation [MRT], Panhandle Eastern Pipe Line Company [PEPL] and Williams Natural Gas Company [WNG]). The Commission is also one of approximately 18 states involved in the combined appeals of Order No. 636 before the United States Court of Appeals.

The Commission has actively participated in various proceedings involving MRT, PEPL, and WNG. The Commission staff continues to analyze and protest various aspects of pipeline transition cost filings when it believes such costs do not follow FERC's guidelines for the

pass-through of such dollars to consumers.

Testimony on cost of capital issues, selected cost of service items and various tariff provisions have been filed by the Missouri PSC in the pending rate cases of each of these pipelines.

An acceptable settlement was reached in the MRT rate case (Docket No. RP93-4). Although MRT had requested an overall annual increase of approximately \$7 million beginning April 1993, the settlement resulted in effectively no increase for Missouri LDC customers. The majority of the rate reductions were driven by a favorable preliminary decision from the cost of capital hearing the Missouri PSC had advocated. The settlement also resolved most issues associated with the pass-through of MRT's gas supply realignment costs.

In Docket No. RP92-166, PEPL requested a general rate increase of approximately \$80 million per year, to be effective November 1992. The Missouri PSC participated in the hearing of this case, which took place late May and early June 1994. Parties are awaiting the Administrative Law Judge's decision.

WNG's rate application, Docket No. RP93-109, sought an increase in annual revenues of nearly \$50 million. The Missouri PSC was also involved in the hearing of this case during August 1994. Parties are also awaiting a preliminary decision in this docket.

The Commission had previously protested WNG's recovery of approximately \$25 million from Missouri ratepayers for ad valorem tax reimbursements claimed by WNG in annual filings since 1989. Since a FERC decision in the WNG cases was linked to the resolution of several cases of other pipelines, the Commission also intervened and filed pleadings in these related cases to elicit a decision from FERC. In December 1993 and May 1994, FERC issued orders in these cases which require producers and pipelines to refund to customers certain Kansas ad valorem tax reimbursements by the end of calendar year 1994. Kansas ad valorem taxes represent roughly half of the \$25 million protested by the MoPSC in the WNG dockets. The Commission continues to litigate for the remaining amounts associated with Wyoming and Colorado ad valorem tax reimbursements.

# Federal Activity

---

## Electric Issues

On March 15, 1994, Kansas City Power & Light Company (KCPL) filed with the Federal Energy Regulatory Commission, an open access transmission service tariff providing firm and non-firm transmission service. KCPL also filed with FERC a tariff to permit sales at market-based rates for: (1) up to 50 MW of system energy; (2) all non-firm energy from the KCPL system; and (3) up to 700 MW from a new generating unit (Iatan II) to be built at the Iatan I site by KCPL and other business interest including one or more of KCPL subsidiaries and one or more subsidiaries of Black & Veatch.

Iatan II is planned to be a baseload, coal-fired 700 MW unit. Construction time is estimated to be six years, and could be operational in 2000, at the earliest. It is intended that Iatan II will be an Exempt Wholesale Generator (EWG). Other Midwest utilities may be offered a share of the plant but KCPL will provide operation and maintenance services to Iatan II.

The Commission intervened at FERC in this case and the staff has actively been engaged in technical conferences and discussions with KCPL regarding this filing. It is anticipated the rate issue will be settled before year's end. No additional announcement has been made regarding the Iatan II venture.

Staff has been actively involved with several utilities and independent power producers regarding construction of a baseload generating unit in southwestern Missouri. Consultants have assisted the staff in analyzing various proposals.

## Regional Transmission Groups

The Energy Policy Act of 1992 (EPACT) significantly expanded the FERC's authority to order transmission services, such as the authority, upon application, to order transmitting utilities to provide transmission service to third parties if such action will not unreasonably impair reliability and will be in the public interest. Representatives of the electric utility industry and other groups, late in Congress' consideration of EPACT, presented consensus Regional Transmission Group (RTG) legislation. Under the consensus proposal, if an RTG

met certain criteria, it would have been entitled to have its decisions receive some degree of deference from the FERC. Ultimately, the consensus proposal was not included in EPACT. Nonetheless, after EPACT was signed into law, the FERC issued a request for public comments on the RTG consensus proposal.

On July 30, 1993, the FERC issued a Policy Statement Regarding Regional Transmission Groups, encouraging the development of RTGs and providing guidance regarding the basic components that should be included in the RTG agreements filed with FERC. An RTG agreement that in any manner affects or relates to: (1) the transmission of electric energy in interstate commerce by a public utility; or (2) rates or charges for such transmission, must be filed with the FERC. The FERC stated that it encourages the formation of RTGs as a means of enabling the market for electric power to operate in a more competitive and efficient way.

Missouri is split between two regional reliability councils. At the present time both the Southwest Power Pool (SPP) and the Mid-America Interconnected Network (MAIN) are in the process of forming RTGs. Union Electric Company is the one electric public utility regulated by the Commission that is a member of MAIN. The electric public utilities on the west side of the State are members of SPP.

FERC has defined "RTG" as "a voluntary organization of transmission owners, transmission users, and other entities interested in coordinating transmission planning, operation and use on a regional (and interregional) basis."

Representatives of the staff have actively been involved in RTG Task Force meetings at both SPP and MAIN to provide comments on by-laws, criteria and other RTG issues. Other state commissions have also been involved in providing joint comments.

It is expected that both power pools will file an RTG plan with FERC during the first six months of 1995.



# Regulatory Activities

---

## Year-at-a-Glance

### 1993

#### July 2

PSC approves agreement which authorizes United Cities Gas Company to increase natural gas revenues by approximately \$425,000 a year.

#### July 6

PSC names David Rauch as Executive Secretary.

#### July 13

TRIGEN-Kansas City District Energy Corporation withdraws \$152,200 steam rate case.

#### August 2

PSC approves application authorizing the Missouri-American Water Company to acquire 100% of the common stock of the Missouri Cities Water Company.

#### August 13

PSC approves agreement which authorizes Missouri Public Service to increase natural gas revenues by approximately \$1.85 million a year. Company sought \$3.8 million increase.

#### August 27

PSC approves an agreement which authorizes the St. Louis County Water Company to increase water revenues by approximately \$7.1 million a year. Company sought to increase water revenues by approximately \$15.8 million a year when it filed its case on December 23, 1992.

#### September 10

PSC approves agreement which reduces the telephone revenues of the Citizens Telephone Company by approximately \$105,000 a year.

#### September 14

PSC names Rob Hack as General Counsel.

#### September 17

PSC approves agreement which authorizes the Capital City Water Company to increase water revenues by approximately \$90,000 a year.

#### September 20

PSC approves application filed by Sho-Me Power Corporation which allows the electric company to convert to a rural electric cooperative.

#### October 5

PSC approves agreement which authorizes Western Resources, Incorporated to increase natural gas revenues by approximately \$9.75 million a year. When Western Resources filed its rate case on February 3, 1993, it sought to increase natural gas revenues by approximately \$20.8 million a year.

#### October 8

PSC approves agreement which grants competitive status to AT&T's long distance services in Missouri. The agreement, in effect for the next two years, contains a number of conditions.

#### October 27

PSC reaches decision in United Telephone Company rate case authorizing Company to increase telephone revenues by approximately \$1 million a year. United Telephone had sought an increase of approximately \$9.5 million a year.

#### November 18

PSC authorizes the Missouri-American Water Company to increase water revenues by approximately \$219,500 a year. Company sought a rate increase of \$2.2 million when case was filed on December 30, 1992.

#### November 22

St. Joseph Light & Power Company files rate case with the PSC seeking to increase electric revenues by approximately \$5.5 million a year.

#### November 24

St. Louis County Water Company files \$13.6 million water rate case with the PSC.

# Regulatory Activities

---

## **December 1**

The Empire District Electric Company files an \$8 million electric rate case with the PSC.

## **December 3**

St. Joseph Light & Power Company files an \$800,000 steam rate case with the PSC.

## **December 16**

PSC establishes docket to address whether integrated resource planning should be adopted for each local natural gas distribution company under PSC jurisdiction.

## **December 17**

PSC offers Southwestern Bell Telephone Company unique alternative regulation plan (Accelerated Modernization Plan or AMP). In addition, the PSC orders Southwestern Bell to reduce its telephone revenues by approximately \$84.6 million a year. In late December, Southwestern Bell chose not to accept the AMP proposal and returned to traditional rate of return regulation on January 1, 1994.

## **December 20**

PSC approves the merger of the Greeley Gas Company into the Atmos Energy Corporation.

## **December 29**

PSC approves agreement which authorizes the sale of the Western Resources, Incorporated (d/b/a Gas Service) gas system in Missouri to Southern Union. Southern Union will do business in Missouri as Missouri Gas Energy.

## **December 29**

PSC approves agreement which reduces the electric revenues of Kansas City Power & Light Company by approximately \$12.5 million a year.

## **1994**

### **January 14**

Laclede Gas Company files a \$27.1 million natural gas rate case with the Missouri Public Service Commission.

## **February 3**

PSC approves tariffs authorizing the Empire District Electric Company to increase water revenues by approximately \$125,000 a year.

## **February 22**

PSC approves non-unanimous agreement which authorizes the sale of Western Resources, Incorporated's gas system serving the Palmyra area to the United Cities Gas Company.

## **March 17**

PSC announces formation of a task force to assist in the implementation of a telemedicine project in Missouri.

## **March 25**

Capital City Water Company files a \$523,600 water rate case with the Missouri PSC.

## **June 3**

PSC approves agreement which authorizes St. Joseph Light & Power Company to increase electric revenues by approximately \$2.15 million a year. Company sought a \$5.5 million increase when it filed its request with the PSC on November 22, 1993.

## **June 15**

PSC approves agreement regarding the decommissioning cost estimate and funding level of Union Electric Company's Callaway nuclear decommissioning trust fund.

## **June 15**

PSC approves agreement regarding the decommissioning cost estimate and funding level of Kansas City Power & Light's Wolf Creek nuclear decommissioning trust fund.

## **June 20**

Missouri PSC joins state regulators and Attorneys General from 19 other states in a suit against the U.S. Department of Energy regarding its Nuclear Waste Disposal Program.

# Regulatory Activities

---

## Electric Rate Cases Decided During Fiscal Year 1994

Date of Order	Case No.	Company	Company Requested	PSC Decision
12/29/93	ER-94-197	Kansas City Power & Light	---	(\$ 12,500,000)
6/3/94	ER-94-163	St. Joseph Light & Power	\$ 5,500,000	\$ 2,150,000

## Natural Gas Rate Cases Decided During Fiscal Year 1994

Date of Order	Case No.	Company	Company Requested	PSC Decision
7/2/93	GR-93-47	United Cities Gas Company	\$ 1,200,000	\$ 425,000
8/13/93	GR-93-172	Missouri Public Service	\$ 3,800,000	\$ 1,850,000
10/5/93	GR-93-240	Western Resources, Inc.	\$ 20,800,000	\$ 9,750,000

## Telephone Rate Cases Decided During Fiscal Year 1994

Date of Order	Case No.	Company	Company Requested	PSC Decision
9/10/93	TR-93-268	Citizens Telephone Co.	---	(\$ 105,000)
10/27/93	TR-93-181	United Telephone Co.	\$ 9,500,000	\$ 1,000,000
12/17/93	TC-93-224	Southwestern Bell	---	(\$ 84,600,000) (1)
	TO-93-192	Telephone Company		

- (1) SWB and Office of the Public Counsel appealed decision to Cole County Circuit Court. SWB sought and received a stay of PSC decision.

# Regulatory Activities

---

## Water and Sewer Rate Cases Decided During Fiscal Year 1994

Date of Order	Case No.	Company	Company Requested		PSC Decision	
8/27/93	WR-93-204	St. Louis County Water	\$	15,800,000	\$	7,100,000
11/18/93	WR-93-212	Missouri American Water	\$	2,200,000	\$	219,500
9/17/93	WR-90-118	Capital City Water Company	\$	516,500	\$	90,000 (

- (1) Agreement approved by PSC resolves a rate case originally filed on December 15, 1989. Case was on remand from Missouri Court of Appeals, Western District.

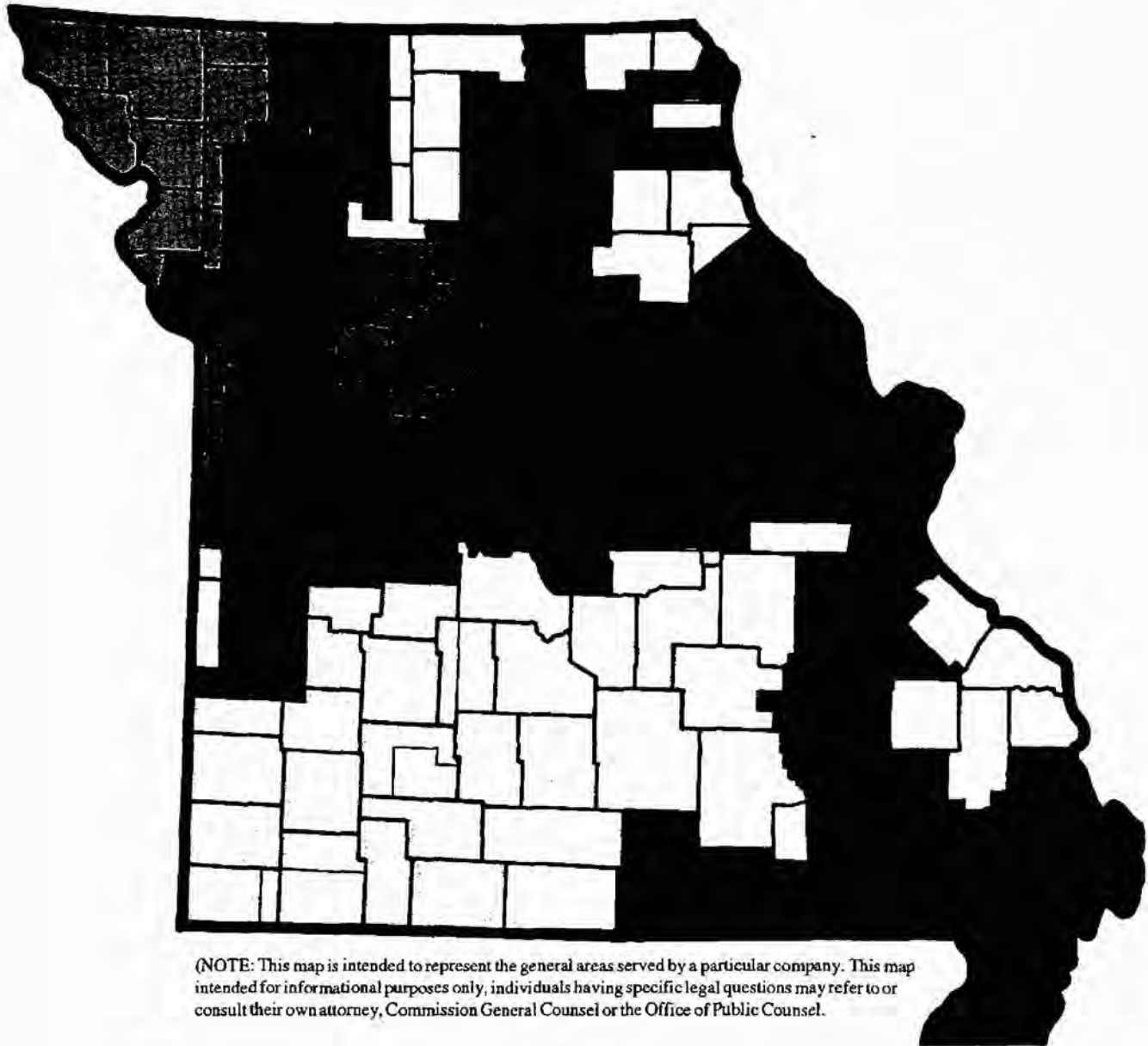
### Informal Rate Cases

Case No.	Company	Decision
9400025	M.P.B. Inc.	3/1/94
9400026	P.C.B. Inc.	Withdrawn
9400051	Ozark Mountain Water	2/1/94
9400148	Empire District Water	2/13/94
9400155	West Elm Place Corp.	4/15/94
9400189	Community Water	3/1/94
9400281	Ozark Water & Wastewater	Withdrawn
9400355	Frimel Water	No Increase
9400361	Tri State Utility	Withdrawn







# Maps and Statistics

---

## Electric Service Areas of Regulated Utilities



(NOTE: This map is intended to represent the general areas served by a particular company. This map intended for informational purposes only, individuals having specific legal questions may refer to or consult their own attorney, Commission General Counsel or the Office of Public Counsel.

	CITIZENS ELECTRIC CORP.		ST. JOSEPH LIGHT & POWER CO.
	EMPIRE DISTRICT ELECTRIC CO.		UNION ELECTRIC CO.
	KANSAS CITY POWER & LIGHT CO.		
	MISSOURI PUBLIC SERVICE		

## Maps and Statistics

### Calendar Year 1993 Electric Utilities' Statistics (Missouri Jurisdictional)

Name of Company	MWH's Sold 1993	Total Operating Revenues 1993	Total Number Residential Customers	Total Number of Customers
Citizens Electric Corporation	646,047	\$ 35,005,623	18,376	20,306
Empire District Electric Company	2,654,544	130,773,343	89,730	107,037
Kansas City Power & Light Co.	7,432,472	510,376,612	218,642	250,550
Missouri Public Service	3,536,830	243,244,925	153,565	176,236
St. Joseph Light & Power Co.	1,428,433	73,372,466	53,250	59,976
Union Electric Company	26,436,349	1,723,754,606	918,641	1,044,788
TOTALS:	<u>42,134,675</u>	<u>\$ 2,716,027,575</u>	<u>1,452,204</u>	<u>1,658,893</u>

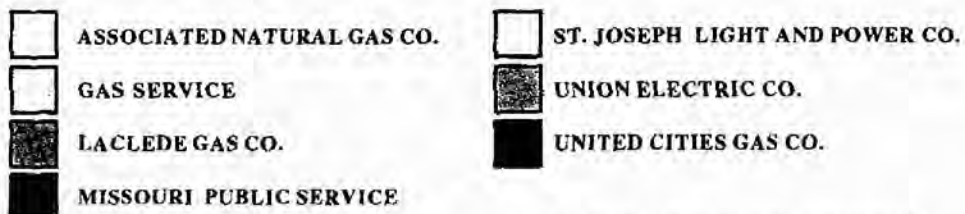
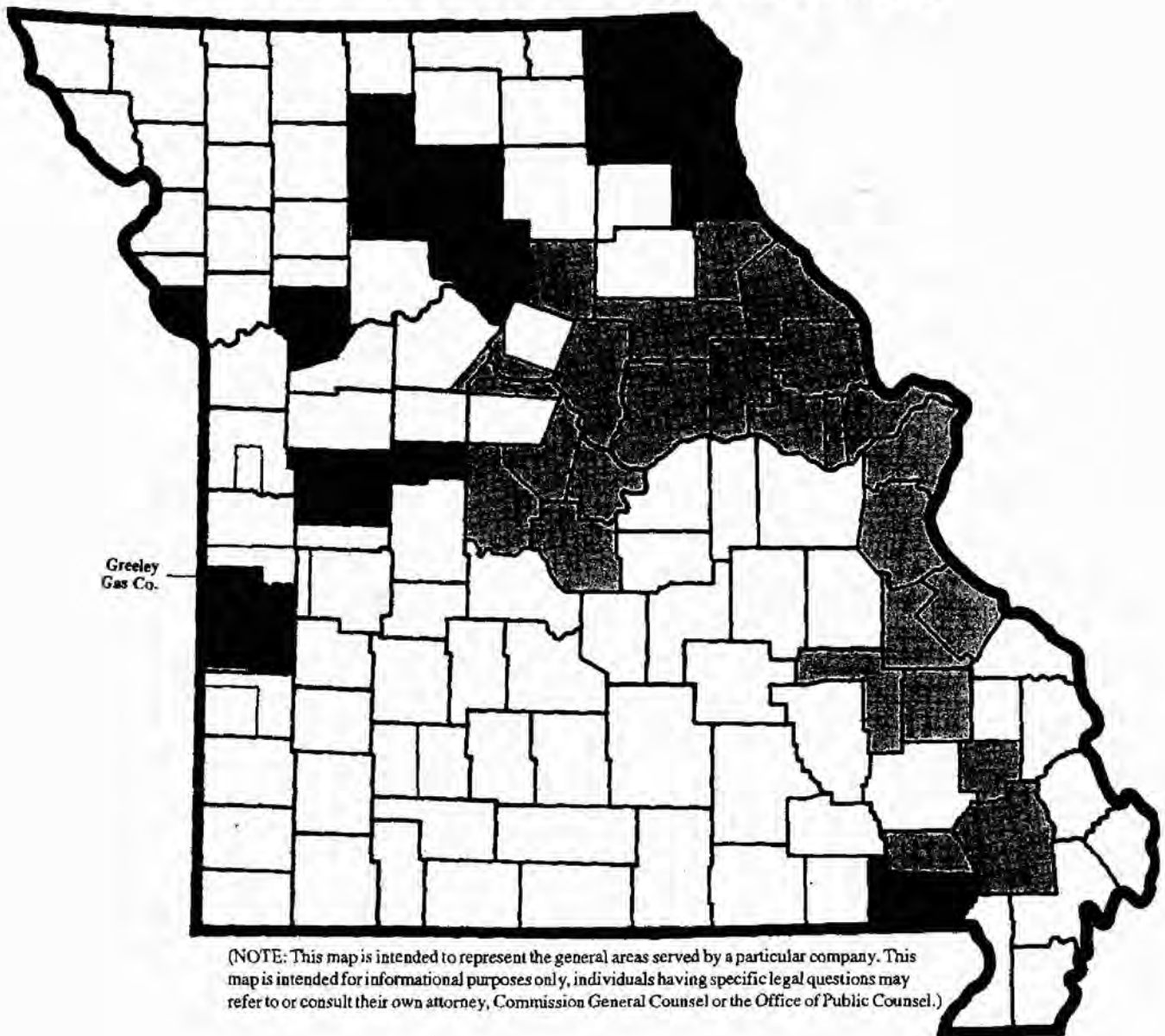
Source: 1993 Annual Reports (Missouri Jurisdictional)



# Maps and Statistics

---

## Gas Service Area of Regulated Utilities



\* FIDELITY NATURAL GAS COMPANY  
serves Sullivan, Missouri.

# Maps and Statistics

## Calendar Year 1993 Natural Gas Utilities' Statistics (Missouri Jurisdictional)

Name of Company	MCF's Sold 1993	Total Operating Revenues 1993	Total Number Residential Customers	Total Number of Customers
Associated Natural Gas Company	6,828,577	\$ 34,883,397	39,528	45,167
Fidelity Natural Gas Company	37,411	157,392	474	552
Greeley Gas Company	60,081	417,793	506	566
Gas Service*	70,452,097	318,812,778	397,891	455,695
Laclede Gas Company	90,104,847	487,410,548	562,712	599,887
Missouri Public Service	6,072,289	35,492,311	36,389	41,021
St. Joseph Light & Power Company	939,459	4,972,526	5,413	6,248
Union Electric Company	13,581,111	83,432,992	86,662	97,085
United Cities Gas Company	2,204,838	12,099,419	12,362	13,871
<b>TOTALS:</b>	<u>190,280,740</u>	<u>\$ 977,679,156</u>	<u>1,141,937</u>	<u>1,260,092</u>

Source: 1993 Annual Reports (Missouri Jurisdictional)

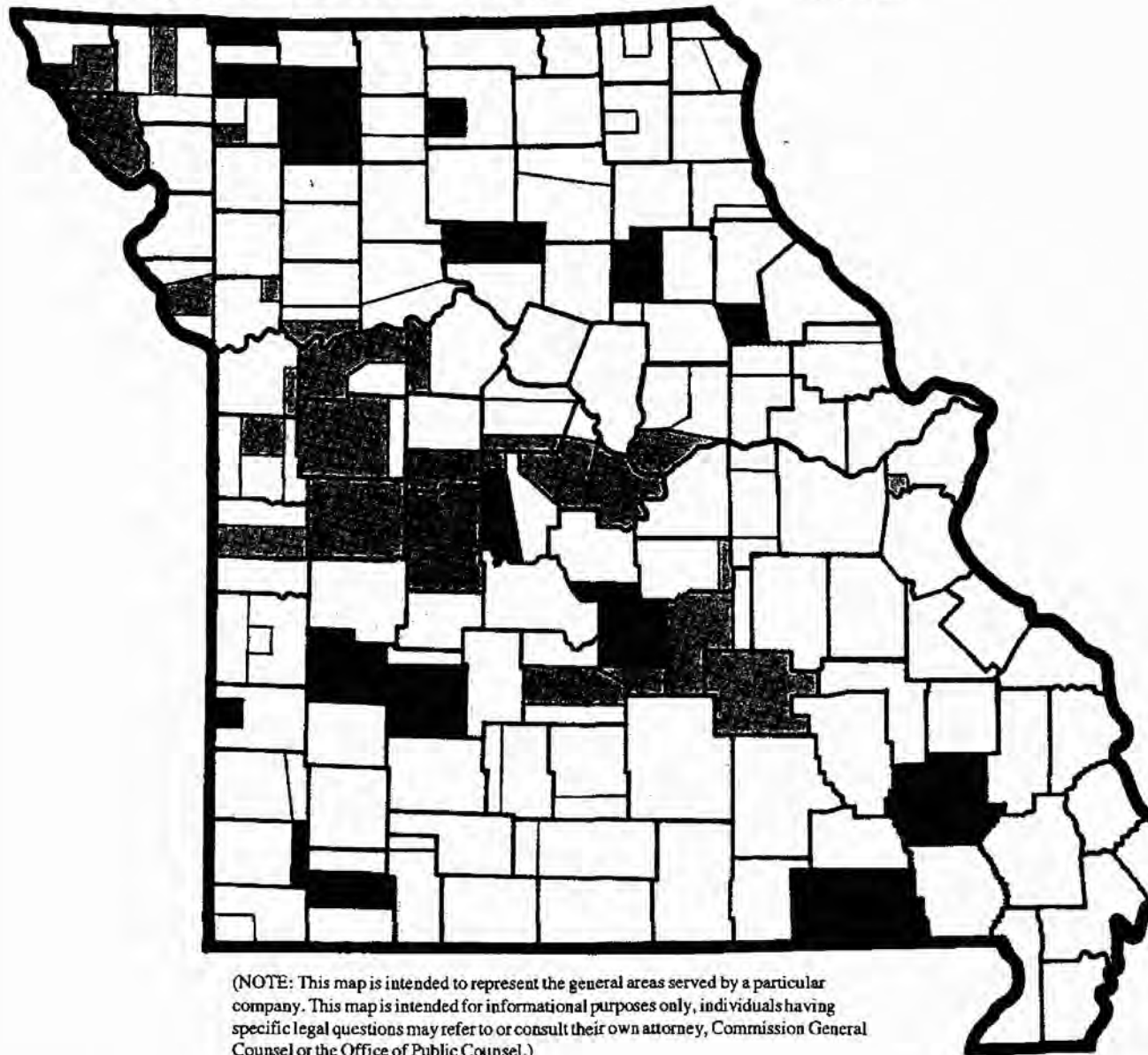
\* PSC approved merger of Gas Service into Missouri Southern on December 29, 1993.







# Maps and Statistics

---

## Telephone Service Area of Regulated Utilities



 GTE INC.  
 ALLTEL SERVICE CORP.

 SOUTHWESTERN BELL TELEPHONE CO.  
 UNITED TELEPHONE CO.

# Maps and Statistics

---

## Other Telephone Companies and Counties They Serve

Mark Twain Rural Telephone Company: Adair, Clark, Knox, Schuyler, Shelby, Lewis, Marion, and Scotland Counties.

Citizens Telephone Company: Lafayette County

Northeast Missouri Telephone Company: Adair, Clark, Knox, Linn, Macon, Putnam, Schuyler, Scotland, and Sullivan Counties.

Kingdom Telephone Company: Callaway and Montgomery Counties

Mid-Missouri Telephone Company: Cooper, Moniteau, and Saline Counties

Steelville Telephone Company: Crawford, Washington and Iron Counties

Green Hills Telephone Corporation: Caldwell, Carroll, Daviess, Livingston, and Ray Counties

McDonald County Telephone Company: McDonald County

Granby Telephone Company: Newton County

Eastern Missouri Telephone Company: Montgomery, Audrain, Lincoln, and Pike Counties

Chariton Valley Telephone Corporation: Linn, Chariton, and Macon Counties

Seneca Telephone Company: Newton and McDonald Counties

Craw-Kan Telephone Company: Bates and Jasper Counties

Rock Port Telephone Company: Atchison County

Bourbeuse Telephone Company: Franklin and Gasconade Counties

Goodman Telephone Company: McDonald County

Ellington Telephone Company: Reynolds County

KLM Telephone Company: Vernon and Bates Counties

Iamo Telephone Company: Atchison and Nodaway Counties

Oregon Farmers Mutual Telephone Company: Holt County

Lathrop Telephone Company: Clinton County

Orchard Farm Telephone Company: St. Charles County

Le-Ru Telephone Company: Newton and McDonald Counties

Grand River Mutual Telephone Corporation: Daviess, Gentry, Grundy, Harrison, Linn, Livingston, Mercer, Nodaway, Putnam, Sullivan, and Worth Counties

Miller Telephone Company: Lawrence County

Stoutland Telephone Company: Camden and Laclede Counties

New London Telephone Company: Ralls County

Holway Telephone Company: Holt and Nodaway Counties

Mo-Kan Dial, Inc.: Cass County

Choctaw Telephone Company: Lawrence and Greene Counties

Wheeling Telephone Company: Livingston County

New Florence Telephone Company: Montgomery County

Alma Telephone Company: Lafayette County

Peace Valley Telephone Company: Howell County

Farber Telephone Company: Audrain County

Fidelity Telephone Company: Gasconade and Franklin Counties

Missouri Telephone Company: Worth, Gentry, DeKalb, Daviess, Cedar and Polk Counties.

(NOTE: Companies serve all or parts of the counties listed. This is for informational purposes only, individuals having specific legal questions may refer to or consult their own attorney, Commission General Counsel or the Office of Public Counsel.)

# Maps and Statistics

## Missouri Jurisdictional Telephone Companies by Access Lines\*

Company	No. of Access Lines
1. Southwestern Bell Telephone Company, St. Louis .....	2,344,377
2. GTE Telephone Operations, Columbia .....	360,704
3. United Telephone Company, Jefferson City .....	214,900
4. ALLTEL Service Corporation, Little Rock, Ark. ....	29,000
5. Missouri Telephone Company, Bolivar .....	15,524
6. Grand River Mutual Telephone Corporation, Princeton .....	13,155
7. Fidelity Telephone Company, Sullivan .....	11,377
8. Chariton Valley Telephone Corporation, Bucklin .....	6,916
9. Kingdom Telephone Company, Auxvasse .....	3,986
10. Mark Twain Rural Telephone Company, Hurdland .....	3,900
11. Northeast Missouri Rural Telephone Company, Green City .....	3,765
12. Steelville Telephone Exchange, Inc., Steelville .....	3,750
13. Citizens Telephone Company, Higginsville .....	3,686
14. Mid-Missouri Telephone Company, Pilot Grove .....	3,243
15. Green Hills Telephone Corporation, Breckenridge .....	2,888
16. McDonald County Telephone Company, Pineville .....	2,640
17. Seneca Telephone Company, Seneca .....	2,591
18. Eastern Missouri Telephone Company, Bolivar .....	2,578
19. Granby Telephone Company, Granby .....	2,440
20. Craw-Kan Telephone Cooperative, Inc., Girard, Kansas .....	2,104
21. Bourbeuse Telephone Company, Sullivan .....	1,861
22. Ellington Telephone Company, Ellington .....	1,624
23. Goodman Telephone Company, Goodman .....	1,611
24. Rock Port Telephone Company, Rock Port .....	1,569
25. KLM Telephone Company, Rich Hill .....	1,306
26. Lathrop Telephone Company, Princeton .....	1,187
27. Stoutland Telephone Company, Stoutland .....	1,120
28. Le-Ru Telephone Company, Stella .....	1,100
29. Iamo Telephone Company, Coin, Iowa .....	1,080
30. Oregon Farmers Mutual Telephone Company, Oregon .....	1,020
31. Miller Telephone Company, Miller .....	923
32. New London Telephone Company, New London .....	872
33. Mo-Kan Dial, Inc., Louisburg, Kansas .....	657
34. Orchard Farm Telephone Company, St. Charles .....	655
35. Holway Telephone Company, Maitland .....	560
36. Choctaw Telephone Company, Halltown .....	512
37. New Florence Telephone Company, New Florence .....	402
38. Wheeling Telephone Company, Breckenridge .....	337
39. Peace Valley Telephone Company, Peace Valley .....	335
40. Alma Telephone Company, Alma .....	330
41. Farber Telephone Company, Farber .....	238
Total Access Lines in Missouri	3,052,823

\*Access Lines in use as of July 1, 1994. (Note: Billed access lines would be somewhat less.)

# Maps and Statistics

## Calendar Year 1993 Sewer Company Statistics (Missouri Jurisdictional)

Classification and Company	Customers
<b>Class A</b>	
(Revenue over \$500,000)	
West Elm Place Corp. ....	3,541
<b>Class B</b>	
(Revenue from \$250,000-\$500,000)	
Imperial Utility Corp. ....	2,114
<b>Class C</b>	
(Revenue from \$50,000-\$250,000)	
Capital Utilities Inc. ....	1,054
Cedar Hill Utility Co. ....	381
Four Seasons Lakesites W&S Co. ....	12
Herculaneum Sewer Co. ....	256
House Springs Sewer Co. ....	723
Meramec Sewer Co. ....	760
Terre Du Lac Utilities Corp. ....	958
<b>Class D</b>	
(Revenue under \$50,000)	
Batson Development Co. ....	240
Central Jefferson County Utility Inc. ....	205
Eastern Missouri Utilities Co. ....	2
Franklin County Service Co. ....	48
Gladlo Water & Sewer Co. ....	61
Bill Gold Investments Inc. ....	109
Hickory Hills Water & Sewer Co. ....	41
Highway H Utilities ....	35
Hillcrest Utilities Co. ....	157
Incline Village Sewer Co. ....	74
KMB Utility Corp. ....	188

Classification and Company	Customers
I.W. Sewer Corp. ....	185
Lake Carmel Development Co. ....	16
Lake Hannibal Sewer Corp. ....	14
Lake Northwoods Utility Co. ....	13
Lincoln County Utility Co. ....	128
Meadows Water Co. ....	252
Mill Creek Sewers Incorp. ....	74
Missouri Cities Water Co. ....	102
MPB Inc. ....	65
Ozark Water & Wastewater Mgmt. Inc. ....	390
P.C.B. Inc. ....	261
Peaceful Valley Service Co. ....	132
PIHI Investments Inc. ....	212
Port Perry Service Co. ....	52
Riverside Utility Co. ....	83
Roark W & S Inc. ....	0
Rogue Creek Valley Inc. ....	71
Roy L. Utilities Inc. ....	53
SK&M Water & Sewer Co. ....	97
Schell Sanitation Inc. ....	172
Shell Knob Estates Utilities ....	35
South Jefferson County Utility Co. ....	129
Southwest Sewer Corp. ....	0
Stoddard County Sewer Co. ....	152
Swiss Villa Utilities Inc. ....	81
Taney County Utilities Corp. ....	64
Village Water & Sewer Co., Inc. ....	58
Vogel Sewer System Inc. ....	162
West 16th Street Sewer Co. ....	56
Willows Utility Co. ....	149
Woodland Heights Utilities Inc. ....	68
WPC Sewer Co. ....	43



# Maps and Statistics

## Calendar Year 1993 Water Company Statistics (Missouri Jurisdictional)

Classification and Company	Customers	Classification and Company	Customers
<b>Class A</b>		Highway H. Utilities Inc. ....	196
(Revenue over \$500,000)		Hillcrest Utility Co. ....	157
Capital City Water Co. ....	10,009	Incline Village Water Co. ....	74
Empire District Electric Co. ....	4,129	Kimberling City Water Co. ....	107
Missouri Cities Water Co. ....	33,947	KMB Utility Corp. ....	788
Missouri-American Water Co. ....	50,308	Lake Northwoods Utility Co. ....	13
Raytown Water Co. ....	6,683	Lakeland Heights Water Co. ....	121
St. Louis County Water Co. ....	293,381	Lakewood Manor Water Co. ....	27
U.S. Water/Lexington, Mo., Inc. ....	2,265	Little Water Co. ....	44
<b>Class B</b>		Loma Linda Development Inc. ....	129
(Revenue from \$250,000 - \$500,000)		LTA Water Co. ....	78
Ozark Shores Water Co. ....	849	McCord Bend Water Co. ....	121
Tri-State Utility Co. ....	1,585	Middlefork Water Co. ....	2
<b>Class C</b>		Missouri Utilities Co. ....	132
(Revenue from \$50,000 - \$250,000)		Moore Bend Water Co. ....	103
Capital Utilities, Inc. ....	380	Oakbrier Water Co. ....	32
I H Utilities, Inc. ....	664	Osage Water Co. ....	49
Noel Water Co. ....	573	Ozark Mountain Water Co. ....	309
Rex Deffenderfer Enterprises Inc. ....	764	Peaceful Valley Service Co. ....	141
Taney County Utilities Corp. ....	507	PIHI Investments Inc. ....	212
Terre Du Lac Utilities Corp. ....	958	Port Perry Service Co. ....	111
The Meadows Water Co. ....	934	Quail Run Water & Land Co. ....	51
<b>Class D</b>		Rankin Acres Water Co. ....	80
(Revenue under \$50,000)		Riverfork Water Co. ....	32
Argyle Estates Water Co. ....	46	Riverside Utility Inc. ....	314
Camelot Utility Co. ....	228	Roark W & S Inc. ....	0
Cat-Pac Waterworks Inc. ....	136	Rogue Creek Utility Inc. ....	90
Cedar Hills Estates Water Co. ....	252	Roy L. Utilities Inc. ....	56
Central Jefferson County Utility Inc. ....	205	Shell Knob Estates Utilities ....	35
Community Water Co. ....	2	SK&M Water & Sewer Co. ....	204
Coney Island Water System Inc. ....	97	South Jefferson County Utility Co. ....	129
Evergreen Lake Water Co. ....	65	Spring Valley Estates Water ....	113
Finley Valley Water Co. ....	152	Stockton Hills Water Co. ....	123
Franklin County Service Co. ....	33	Suburban Water Co. ....	151
Franklin County Water Co. ....	125	Swiss Villa Utilities Inc. ....	83
Frimel Water Systems Inc. ....	74	Village Water & Sewer Co., Inc. ....	58
Gladlo Water & Sewer Co. ....	60	Whispering Hills Water System ....	50
Hickory Hills Water & Sewer Co. ....	44	White River Valley Water Co. ....	130
KMB Utility Corp. ....	276	Wilden Heights Water Co. ....	22
		Willow Utility Co. ....	149
		Woodland Heights Utilities Inc. ....	68
		Woodland Manor Water Co. ....	81

# **Additional Information**

---

## **Consumer Services**

The Missouri Public Service Commission has two offices for assisting consumers. The offices are located in Jefferson City and St. Louis. The Commission is open from 8-12 noon and 1-5 p.m., Monday through Friday, except on state holidays.

If you live outside of the St. Louis area, you may contact the Jefferson City office without charge by using the toll-free Consumer Hotline: (800) 392-4211.

If you live in the St. Louis area, you may take your complaint to the PSC Consumer Services offices.

**Jefferson City:**      **Missouri Public Service Commission**  
**Harry S Truman State Office Building**  
**301 W. High**  
**(Mailing Address: P.O. Box 360)**  
**Jefferson City, MO 65102**  
**Toll-free Consumer Hotline for**  
**Complaints: (800) 392-4211**  
**Other Business: (314) 751-3234**

**St. Louis:**            **Missouri Public Service Commission**  
**The New Frisco Building**  
**Suite 330**  
**906 Olive Street**  
**St. Louis, MO 63101**  
**Telephone No: (314) 340-6807**

# Additional Information

## Commissioners Past and Present

The Missouri Public Service Commission was formed in 1913 by the Missouri General Assembly. Those who have served as Commissioners of the Missouri Public Service Commission since its beginning appear below:

### Present Commission

\*Allan G. Mueller  
\*Kenneth McClure  
Patricia D. Perkins  
Duncan E. Kincheloe  
Harold Crumpton

July 11, 1983  
January 3, 1990  
March 19, 1991  
January 4, 1992  
May 3, 1993

<i>Former Commissioners</i>	<i>Length of Service</i>	<i>Former Commissioners</i>	<i>Length of Service</i>
* John M. Atkinson	**1913-1916	Richard Arens	1944-1945
William F. Woerner	**1913-1914	* Kyle Williams	1941-1952
John Kennish	**1913-1917 and 1920	Agnes Mae Wilson	1943-1949
Frank A. Wightman	**1913-1915	* Morris E. Osburn	1945-1952
Howard B. Shaw	**1913-1917	John P. Randolph	1949-1951
Edwin J. Bean	1914-1925	Henry McKay Cary	1950-1955
Eugene McQuillin	1915-1917	Frank Collier	1953-1954
* William G. Busby	1916-1921	Maurice W. Covert	1952-1953
David E. Blair	1917-1920	Charles L. Henson	1942-1959
Noah W. Simpson	1917-1923	M.J. McQueen	1954-1956
Edward Flad	1917-1921	D.D. McDonald	1955-1961
* John A. Kurtz	1920-1923	Frank J. Iuen	1959-1963
Hugh McIndoe	1921-1923	* Tyre W. Burton	1952-1965
A. J. O'Reilly	1921-1925	William Barton	1956-1965
Richard H. Musser	1923-1925	Frank W. May	1961-1967
* Merrill E. Otis	1923-1924	E.L. McClintock	1945-1967
D.F. Calfee	1925-1929	Donal D. Guffey	1963-1968
* Thomas J. Brown	1923-1928	Howard Elliott, Jr.	1967-1970
James P. Painter	1928-1929	* Marvin E. Jones	1967-1973
* Almon Ing	1925-1933	* William R. Clark	1965-1975
S. M. Hutchison	1925-1931	Willard D. Reine	1968-1975
* Milton R. Stahl	1929-1933	* James F. Mauze	1971-1975
J. Fred Hull	1929-1934	* A. Robert Pierce, Jr.	1973-1977
* J. C. Collet	1933-1935	* James P. Mulvaney	1975-1977
Harry E. McPherson	1934-1935	Charles J. Fain	1965-1977
J.H. Porter	1925-1933	Stephen B. Jones	1975-1979
George H. English	1931-1936	Hugh A. Sprague	1975-1979
William Stoecker	1933-1936	Stephanie Bryant	1979-1981
Albert D. Nortoni	1936-1938	* Alberta Slavin	1977-1981
W. M. Anderson	1933-1938	Larry W. Dority	1979-1983
Scott Wilson	1938-1941	Leah Brock McCartney	1977-1983
* Sam O. Hargus	1935-1937	* Charles J. Fraas	1977-1983
John S. Boyer	1935-1941	* John C. Shapleigh	1981-1984
Marion S. Francis	1938-1941	Charlotte Musgrave	1981-1988
* J.D. James	1937-1942	Connie Hendren	1983-1989
Paul Van Osdol	1941-1943	James M. Fischer	1984-1989
* Frederick Stueck	1941-1943	Ruby Letsch-Roderique	1990-1991
John A. Ferguson	1936-1944	* William D. Steinmeier	1984-1992
* Albert Miller	1943-1944	David Rauch	1989-1993

\*Those who have served as Chairman of the Public Service Commission

\*\*First Commissioners of the Public Service Commission